

# Website Evaluation

Last December, we asked residents and businesses to respond to a survey evaluating the City's website at [www.redmond.gov](http://www.redmond.gov). This survey was available in the Focus on Redmond magazine and on the website. We received 49 responses. While this number is not a statistically valid sample, the answers do provide us with some very good anecdotal information on what residents find of value on the current site, and where they would like to see it go in the future.

Summary of significant results  
Services currently automated on the website and well-used by respondents:

- Request information on an event
- Request planning/land-use information
- Apply for a job

Services currently automated on the website but underutilized by respondents:

- Sign-up for a recreation class
  - Watch a City Council meeting
  - Services not currently automated on the website and highly requested by respondents:
  - Sign-up/cancel utility service
  - Request a service or report a problem
  - Pay a utility bill
- Service that requires more investigation to see if a web-enabled solution exists:
- Speak to a staff person on a specific issue
  - Participate via email/phone in public hearings

## Focus Groups

In an effort to gather more information about the direction that our customers would like the City's website to take, the City will hold focus groups over the last week in March. The above topics will be discussed in greater detail during these sessions. In addition,



the business focus group will discuss topics more specific to our commercial customers, including business license applications, registration for a building alarm system, paying taxes and updating business files, and responding to Requests for Proposals.

If you are interesting in participating in a focus group, please contact Marta Hurwitz at [mhurwitz@redmond.gov](mailto:mhurwitz@redmond.gov) or 425-556-2427 for more information and specific dates for the focus groups.

## Eighth Annual Eastside Volunteer Fair



Are you looking for a way to support your community? Family Resource Center will host its eighth annual Eastside Volunteer Fair on Saturday, April 23 from 11 am to 4 pm at Crossroads Bellevue (NE 8th St. and 156th Ave. NE). The Volunteer Fair provides "one-stop shopping" for volunteer opportunities with approximately 50 Eastside nonprofit community service agencies.

Family Resource Center is an innovative nonprofit organization that works to improve access to community services for people living on the Eastside. Major agencies on the campus include Hopelink, Seattle Mental Health, Friends of Youth, Community Health Centers of King County, Youth Eastside Services, and Habitat for Humanity.

Family Resource Center's Eastside Volunteer Fair not only helps local community service agencies access a key resource – volunteers, it also showcases the range of nonprofits working to improve quality of life for people living on the Eastside.

For more information about the Eastside Volunteer Fair, call 425-869-6699 or visit [www.familyresourcecenter.org](http://www.familyresourcecenter.org).

## Letters to the Editor

Focus on Redmond is written and designed by city staff, but we always reserve space for comments from our readers. We welcome your comments and ideas about our magazine or any topic associated with the City of Redmond.

Sincerely,

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